University of Missouri Health Care
REQUEST FOR INFORMATION #6044
PATIENT SELF CHECK-IN SOLUTION
Dated: 18 JUNE 2020
Due Date: 16 JULY 2020
Time: 12:00 PM CDT

Introduction

The Curators of the University of Missouri on behalf of University of Missouri Health Care is requesting information for a patient self-check-in product. The purpose of this RFI is to identify vendors and products capable of addressing the needs of University of Missouri Health Care.

The University of Missouri Health Care is seeking an innovative self-check in solution that is user friendly. The solution must offer robust functionality, increase staff efficiency and enhance the patient experience.

The University reserves the right to make an award as an outcome of the request for information.

Please complete this RFI and return it by 12PM CDT on July 16, 2020. Responses must be submitted by email with the subject line: RFI 6044 to rogersk@umsystem.edu.

Goals and Purpose -

University of Missouri Health Care is looking for a solution that has the following functionality:
1. Ability to process point of service collections
2. Ability for patient to sign mandatory forms
3. Ability for patient to make standard patient demographic changes
4. Ability to be interactive with patients
5. Ability to check in for all patient types (clinic, ancillary, etc.)
6. Ability to interact with EMR and billing system
7. Ability to meet information security requirements related to protected health information

Acknowledgement

Please acknowledge receipt of this document by sending an electronic letter of receipt to Kyla Rogers, rogersk@umsystem.edu

For the purpose of this document, the word "appointment" implies a clinical visit, surgery, procedure or any patient encounter with health care.

Questionnaire

Company Experience and References

1. Provide a general overview of your company's product.

2. What do you consider your market differentiator(s) for your company's self-check in product? i.e. what features/functions set your product apart from other systems?

3. Please provide a current list of your Health Care clients that are similar in size and scope to the University of Missouri.

Features and Integrations

1. Please describe your product's online self-registration capabilities (and provide data elements and screen prints).

2. Explain how you ensure correct patient is selected every time.

3. What modes of communication do you have with the patient?

4. Describe the process on how the appointments are presented to the patient, how appointments are processed and how the system maintains this information in real time to avoid overlap. Explain the patient's visibility for past and future appointments.

5. What are your walk-in workflow options?

6. How does your product handle when patient has a change in insurance or other demographic information? Is there the ability to handoff to clinic staff if needed?

7. Define the languages currently supported by this product and how additional languages (required) may be implemented.

8. How does your system manage multiple appointments in one day?

9. Does your product offer any way-finding? If so, explain this functionality.

10. Explain the types of forms you have and how these forms are processed

    a. What are your available forms?
    b. Can you import our forms?

c. How are they deployed?
d. Where are they deployed?
e. Are the forms interactive?
f. Does your product have the ability to push pre-screening forms in advance of the patient's appointment?

11. Does your product have push alerts? If so, what modes of delivery are available?

12. Describe your solution's process for responding to modification request and maintenance.

13. What is the mechanism you receive and send data for source systems (billing, registration)?

14. Does your product offer the ability for the patient to check in while in route and use GPS to know when patient arrives in the clinic?

15. Describe and provide an example of your solutions licensing structure.

16. Describe what devices your software requires.

17. Is your offering hosted in a cloud environment, on-premise deployment, or hybrid model?

18. Describe how your offering meets the requirements of the HIPAA Security Technical Safeguards. Please elaborate upon the encryption standards that are used for data-in-transit as well as data-at-rest.

19. Please describe what access and identification protocols are supported by your application.

20. Please describe how client data is stored within databases

21. Does your solution have the ability to store or provide an audit trail of user activity?

22. Describe your solution's self-help training. Is there a "Help" module built into the application? Provide screen shots of this process.

23. Describe your time-out features. When patients walk away, will PHI continue to show?

Implementation and Training

1. Describe and provide an example of an implementation timeline with milestones, project plan and estimated deliverables. Include the timeframe for delivery of product from receipt of order.

2. Describe training and deployment assistance offered during implementation. Is it standard practice for the vendor to be on-site for development, implementation and training?

3. Provide a list of product support and resources offered during implementation for the solution that is similar in size and scope as the University of Missouri's Health Care.

4. Describe the resources and support that are available for ongoing training.

Support

1. Provide standard support and maintenance agreement options and example terms of each.

2. Provide your solution's standard service level agreement.

3. Describe or include your product's foreseeable enhancement roadmap.

4. What are the timeframes of response for system support requests/trouble tickets?

5. Describe if your support is 24/7.

6. Describe the tools given to the site for local support.

Questions and Contact Information
If you have questions about this RFI please contact Kyla Rogers, rogersk@umsystem.edu